



## How to proceed

# WHEN YOU NEED URGENT TREATMENT

in Kainuu

The emergency clinic at Kainuu Central Hospital (Sotkamontie 13, Kajaani) provides treatment when your designated health clinic is closed. More information: [sote.kainuu.fi/en/in-english](https://sote.kainuu.fi/en/in-english)

The emergency clinic at the Central Hospital provides treatment for people who need it because of an acute illness or injury:

- who must receive treatment within 24 hours of falling ill
- who might suffer permanent harm if treatment is delayed
- whose life is in danger.

At night (10pm–7am), only contact the clinic in cases of such urgent health problems that cannot wait until morning.

### Medical helpline 116 117 or +358 8 6156 600 (landline)

in the following situations:

- before going to the emergency clinic
- if you don't know where you should seek treatment
- if you need advice on the treatment of an illness or the handling of an accident.

Medical helpline cannot answer any inquiries concerning patients. If you have a relative at the emergency clinic, you can ask about their condition by calling 08 6156 2300. To inquire about the condition of a patient on a ward, please call the ward's direct number.

### The all-purpose emergency number is 112

Call the emergency number if someone's life, health, property or the environment is at risk or if you suspect this to be the case.

- Make the emergency call yourself, if possible.
- Explain what has happened.
- Give the exact address and town.
- Answer any questions asked.
- Follow all instructions given.
- Do not end the call until you have been given permission to do so.
- Guide the emergency services to the right place.

### When should I go to my designated health clinic?

If you need to see a nurse or a doctor, your designated health clinic is open during office hours on working days. If you fall ill during the night in the middle of the week and your illness does not require immediate treatment, wait until the morning and call your designated health clinic.

### When should I seek treatment at the emergency clinic at the Central Hospital?

The emergency clinic at the Central Hospital treats all patients in need of urgent care when their designated health clinic is closed.

### Which matters are not handled at the emergency clinic?

The emergency clinic at the Central Hospital does not...

- renew prescriptions
- provide sick-leave certificates, except if the illness requires urgent treatment
- provide non-urgent treatment, such as treatment for chronic back or shoulder pains
- provide further treatment in accordance with a treatment plan, such as remove casts.

Non-urgent matters should be handled at the designated health clinics. They provide semi-urgent appointments (within 2–5 days) and non-urgent appointments, depending on the urgency of treatment.